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**UNITED STATES DISTRICT COURT  
CENTRAL DISTRICT OF CALIFORNIA**

JEREMY HOLLAND,  
Plaintiff,  
vs.

ZAROUHI OLMASSAKIAN, AS  
TRUSTEE OF THE SURVIVOR'S  
TRUST OF THE GARBIS AND  
ZAROUHI OLMASSAKIAN FAMILY  
TRUST; and DOES 1 to 10,  
Defendants.

**Case No.:**

COMPLAINT FOR INJUNCTIVE  
RELIEF AND DAMAGES FOR DENIAL  
OF CIVIL RIGHTS OF A DISABLED  
PERSON IN VIOLATIONS OF

1. AMERICANS WITH DISABILITIES;
2. CALIFORNIA'S UNRUH CIVIL  
RIGHTS ACT;
3. CALIFORNIA'S DISABLED  
PERSONS ACT;
4. CALIFORNIA HEALTH & SAFETY  
CODE;
5. NEGLIGENCE

Plaintiff JEREMY HOLLAND ("Plaintiff") complains of Defendants ZAROUHI OLMASSAKIAN, AS TRUSTEE OF THE SURVIVOR'S TRUST OF THE GARBIS AND ZAROUHI OLMASSAKIAN FAMILY TRUST; and DOES 1 to 10 ("Defendants") and alleges as follows:

**PARTIES**

1  
2 1. Plaintiff is a California resident with a physical disability. Plaintiff is  
3 diagnosed with complete paraplegia due to spinal cord injury. Plaintiff requires the use  
4 of a wheelchair at all times when traveling in public.

5 2. Defendants are, or were at the time of the incident, the real property owners,  
6 business operators, lessors and/or lessees of the real property for a smog inspection and  
7 auto tint store ("Business") located at or about 6301 Florence Ave., Bell Gardens,  
8 California.

9 3. The true names and capacities, whether individual, corporate, associate or  
10 otherwise of Defendant DOES 1 through 10, and each of them, are unknown to Plaintiff,  
11 who therefore sues said Defendants by such fictitious names. Plaintiff will ask leave of  
12 Court to amend this Complaint when the true names and capacities have been  
13 ascertained. Plaintiff is informed and believes and, based thereon, alleges that each such  
14 fictitiously named Defendants are responsible in some manner, and therefore, liable to  
15 Plaintiff for the acts herein alleged.

16 4. Plaintiff is informed and believes, and thereon alleges that, at all relevant  
17 times, each of the Defendants was the agent, employee, or alter-ego of each of the other  
18 Defendants, and/or was acting in concert with each of the other Defendants, and in doing  
19 the things alleged herein was acting with the knowledge and consent of the other  
20 Defendants and within the course and scope of such agency or employment relationship.

21 5. Whenever and wherever reference is made in this Complaint to any act or  
22 failure to act by a defendant or Defendants, such allegations and references shall also be  
23 deemed to mean the acts and failures to act of each Defendant acting individually, jointly  
24 and severally.

**JURISDICTION AND VENUE**

25  
26 6. The Court has jurisdiction of this action pursuant to 28 USC §§ 1331 and  
27 1343 for violation of the Americans with Disabilities Act of 1990, (42 USC §12101, *et*  
28 *seq.*)

1           7. Pursuant to pendant jurisdiction, attendant and related causes of action,  
2 arising from the same nucleus of operating facts, are also brought under California law,  
3 including, but not limited to, violations of California Civil Code §§51, 51.5, 52(a), 52.1,  
4 54, 54., 54.3 and 55.

5           8. Plaintiff's claims are authorized by 28 USC §§ 2201 and 2202.

6           9. Venue is proper in this court pursuant to 28 USC §1391(b). The real  
7 property which is the subject of this action is located in this district, Los Angeles County,  
8 California, and that all actions complained of herein take place in this district.

9                                   **FACTUAL ALLEGATIONS**

10          10. In or about March of 2022, Plaintiff went to the Business.

11          11. The Business is a smog inspection and auto tint store business establishment,  
12 open to the public, and is a place of public accommodation and affects commerce through  
13 its operation. Defendants provide parking spaces for customers.

14          12. While attempting to enter the Business during each visit, Plaintiff personally  
15 encountered a number of barriers that interfered with his ability to use and enjoy the  
16 goods, services, privileges, and accommodations offered at the Business.

17          13. To the extent of Plaintiff's personal knowledge, the barriers at the Business  
18 included, but were not limited to, the following:

- 19               a. Defendants failed to comply with the federal and state standards for  
20 the parking space designated for persons with disabilities. Defendants  
21 failed to provide the parking space identification sign with the  
22 International Symbol of Accessibility.
- 23               b. Defendants failed to comply with the federal and state standards for  
24 the parking space designated for persons with disabilities. Defendants  
25 failed to post required signage such as "Van Accessible," "Minimum  
26 Fine \$250" and "Unauthorized Parking."
- 27
- 28

- 1 c. Defendant failed to maintain the parking space designated for persons  
2 with disabilities to comply with the federal and state standards.  
3 Defendants failed to maintain the paint on the ground as required.  
4 d. Defendant failed to maintain the parking space designated for persons  
5 with disabilities to comply with the federal and state standards.  
6 Defendants failed to provide the access aisles with level surface  
7 slopes.

8 14. These barriers and conditions denied Plaintiff the full and equal access to the  
9 Business and caused him difficulty and frustration. Plaintiff wishes to return and  
10 patronize the Business, however, Plaintiff is deterred from visiting the Business because  
11 his knowledge of these violations prevents him from returning until the barriers are  
12 removed.

13 15. Based on the violations, Plaintiff alleges, on information and belief, that  
14 there are additional barriers to accessibility at the Business after further site inspection.  
15 Plaintiff seeks to have all barriers related to his disability remedied. *See Doran v. 7-*  
16 *Eleven, Inc.* 524 F.3d 1034 (9<sup>th</sup> Cir. 2008).

17 16. In addition, Plaintiff alleges, on information and belief, that Defendants  
18 knew that particular barriers render the Business inaccessible, violate state and federal  
19 law, and interfere with access for the physically disabled.

20 17. At all relevant times, Defendants had and still have control and dominion  
21 over the conditions at this location and had and still have the financial resources to  
22 remove these barriers without much difficulty or expenses to make the Business  
23 accessible to the physically disabled in compliance with ADDAG and Title 24  
24 regulations. Defendants have not removed such barriers and have not modified the  
25 Business to conform to accessibility regulations.

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**FIRST CAUSE OF ACTION**

**VIOLATION OF THE AMERICANS WITH DISABILITIES ACT OF 1990**

18. Plaintiff incorporates by reference each of the allegations in all prior paragraphs in this complaint.

19. Under the Americans with Disabilities Act of 1990 (“ADA”), no individual shall be discriminated against on the basis of disability in the full and equal enjoyment of the goods, services, facilities, privileges, advantages, or accommodations of any place of public accommodation by any person who owns, leases, or leases to, or operates a place of public accommodation. *See* 42 U.S.C. § 12182(a).

20. Discrimination, *inter alia*, includes:

- a. A failure to make reasonable modification in policies, practices, or procedures, when such modifications are necessary to afford such goods, services, facilities, privileges, advantages, or accommodations to individuals with disabilities, unless the entity can demonstrate that making such modifications would fundamentally alter the nature of such goods, services, facilities, privileges, advantages, or accommodations. 42 U.S.C. § 12182(b)(2)(A)(ii).
- b. A failure to take such steps as may be necessary to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services, unless the entity can demonstrate that taking such steps would fundamentally alter the nature of the good, service, facility, privilege, advantage, or accommodation being offered or would result in an undue burden. 42 U.S.C. § 12182(b)(2)(A)(iii).
- c. A failure to remove architectural barriers, and communication barriers that are structural in nature, in existing facilities, and transportation barriers in existing vehicles and rail passenger cars used by an

1 establishment for transporting individuals (not including barriers that  
2 can only be removed through the retrofitting of vehicles or rail  
3 passenger cars by the installation of a hydraulic or other lift), where  
4 such removal is readily achievable. 42 U.S.C. § 12182(b)(2)(A)(iv).

- 5 d. A failure to make alterations in such a manner that, to the maximum  
6 extent feasible, the altered portions of the facility are readily  
7 accessible to and usable by individuals with disabilities, including  
8 individuals who use wheelchairs or to ensure that, to the maximum  
9 extent feasible, the path of travel to the altered area and the  
10 bathrooms, telephones, and drinking fountains serving the altered  
11 area, are readily accessible to and usable by individuals with  
12 disabilities where such alterations to the path or travel or the  
13 bathrooms, telephones, and drinking fountains serving the altered  
14 area are not disproportionate to the overall alterations in terms of cost  
15 and scope. 42 U.S.C. § 12183(a)(2).

16 21. Where parking spaces are provided, accessible parking spaces shall be  
17 provided. 1991 ADA Standards § 4.1.2(5); 2010 ADA Standards § 208. One in every  
18 eight accessible spaces, but not less than one, shall be served by an access aisle 96 in  
19 (2440 mm) wide minimum and shall be designated “van accessible.” 1991 ADA  
20 Standards § 4.1.2(5)(b). For every six or fraction of six parking spaces, at least one shall  
21 be van parking space. 2010 ADA Standards § 208.2.4.

22 22. Under the ADA, the method and color of marking are to be addressed by  
23 State or local laws or regulations. *See* 36 C.F.R., Part 1191. Under the California  
24 Building Code (“CBC”), the parking space identification signs shall include the  
25 International Symbol of Accessibility. Parking identification signs shall be reflectorized  
26 with a minimum area of 70 square inches. Additional language or an additional sign  
27 below the International Symbol of Accessibility shall state “Minimum Fine \$250.” A  
28 parking space identification sign shall be permanently posted immediately adjacent and

1 visible from each parking space, shall be located with its centerline a maximum of 12  
2 inches from the centerline of the parking space and may be posted on a wall at the  
3 interior end of the parking space. *See* CBC § 11B-502.6, *et seq.*

4 23. Moreover, an additional sign shall be posted either in a conspicuous place at  
5 each entrance to an off-street parking facility or immediately adjacent to on-site  
6 accessible parking and visible from each parking space. The additional sign shall not be  
7 less than 17 inches wide by 22 inches high. The additional sign shall clearly state in  
8 letters with a minimum height of 1 inch the following: “Unauthorized vehicles parked in  
9 designated accessible spaces not displaying distinguishing placards or special license  
10 plates issued for persons with disabilities will be towed always at the owner’s expense...”  
11 *See* CBC § 11B-502.8, *et seq.*

12 24. Here, Defendants failed to provide the parking space identification sign with  
13 the International Symbol of Accessibility. In addition, Defendants failed to provide signs  
14 stating “Minimum Fine \$250” and “Van Accessible.” Moreover, Defendants failed to  
15 provide the additional sign with the specific languages stating “Unauthorized vehicles  
16 parked in designated accessible spaces not displaying distinguishing placards or special  
17 license plates issued for persons with disabilities will be towed always at the owner’s  
18 expense...”

19 25. For the parking spaces, access aisles shall be marked with a blue painted  
20 borderline around their perimeter. The area within the blue borderlines shall be marked  
21 with hatched lines a maximum of 36 inches (914 mm) on center in a color contrasting  
22 with that of the aisle surface, preferably blue or white. The words "NO PARKING" shall  
23 be painted on the surface within each access aisle in white letters a minimum of 12 inches  
24 (305 mm) in height and located to be visible from the adjacent vehicular way. CBC §  
25 11B-502.3.3.

26 26. Here, Defendants failed to properly maintain the access aisles as there were  
27 no “NO PARKING” and faded blue lines painted on the parking surface.  
28



1           27. Under the 1991 Standards, parking spaces and access aisles must be level  
 2 with surface slopes not exceeding 1:50 (2%) in all directions. 1991 Standards § 4.6.2.  
 3 Accessible parking spaces shall be at least 96 in (2440 mm) wide. Parking access aisles  
 4 shall be part of an accessible route to the building or facility entrance and shall comply  
 5 with 4.3. Two accessible parking spaces may share a common access aisle. Parked  
 6 vehicle overhangs shall not reduce the clear width of an accessible route. Parking spaces  
 7 and access aisles shall be level with surface slopes not exceeding 1:50 (2%) in all  
 8 directions. 1991 Standards § 4.6.3.

9           28. Here, the access aisles were not level with the parking surfaces. Under the  
 10 2010 Standards, access aisles shall be at the same level as the parking spaces they serve.  
 11 Changes in level are not permitted. 2010 Standards § 502.4. "Access aisles are required  
 12 to be nearly level in all directions to provide a surface for transfer to and from vehicles."  
 13 2010 Standards § 502.4 Advisory. *Id.* No more than a 1:48 slope is permitted.

14           29. A public accommodation shall maintain in operable working condition those  
 15 features of facilities and equipment that are required to be readily accessible to and usable  
 16 by persons with disabilities by the Act or this part. 28 C.F.R. 35.211(a).

17           30. The Business has denied and continues to deny full and equal access to  
 18 Plaintiff and to other people with disabilities. Plaintiff has been and will continue to be  
 19 discriminated against due to the lack of accessible facilities, and therefore, seeks  
 20 injunctive relief to alter facilities to make such facilities readily accessible to and usable  
 21 by individuals with disabilities.

## 22                                   **SECOND CAUSE OF ACTION**

### 23                                   **VIOLATION OF THE UNRUH CIVIL RIGHTS ACT**

24           31. Plaintiff incorporates by reference each of the allegations in all prior  
 25 paragraphs in this complaint.

26           32. California Civil Code § 51 states, "All persons within the jurisdiction of this  
 27 state are free and equal, and no matter what their sex, race, color, religion, ancestry,  
 28 national origin, disability, medical condition, genetic information, marital status, sexual



1 orientation, citizenship, primary language, or immigration status are entitled to the full  
 2 and equal accommodations, advantages, facilities, privileges, or services in all business  
 3 establishments of every kind whatsoever.”

4 33. California Civil Code § 52 states, “Whoever denies, aids or incites a denial,  
 5 or make any discrimination or distinction contrary to Section 51, 51.5, or 51.6, is liable  
 6 for each and every offense for the actual damages, and any amount that may be  
 7 determined by a jury, or a court sitting without a jury, up to a maximum of three times the  
 8 amount of actual damage but in no case less than four thousand dollars (\$4,000) and any  
 9 attorney’s fees that may be determined by the court in addition thereto, suffered by any  
 10 person denied the rights provided in Section 51, 51.5, or 51.6.

11 34. California Civil Code § 51(f) specifies, “a violation of the right of any  
 12 individual under federal Americans with Disabilities Act of 1990 (Public Law 101-336)  
 13 shall also constitute a violation of this section.”

14 35. The actions and omissions of Defendants alleged herein constitute a denial  
 15 of full and equal accommodation, advantages, facilities, privileges, or services by  
 16 physically disabled persons within the meaning of California Civil Code §§ 51 and 52.  
 17 Defendants have discriminated against Plaintiff in violation of California Civil Code §§  
 18 51 and 52.

19 36. The violations of the Unruh Civil Rights Act caused Plaintiff to experience  
 20 difficulty, discomfort, or embarrassment. The Defendants are also liable for statutory  
 21 damages as specified in California Civil Code §55.56(a)-(c).

### 22 **THIRD CAUSE OF ACTION**

#### 23 **VIOLATION OF CALIFORNIA DISABLED PERSONS ACT**

24 37. Plaintiff incorporates by reference each of the allegations in all prior  
 25 paragraphs in this complaint.

26 38. California Civil Code § 54.1(a) states, “Individuals with disabilities shall be  
 27 entitled to full and equal access, as other members of the general public, to  
 28 accommodations, advantages, facilities, medical facilities, including hospitals, clinics,

1 and physicians' offices, and privileges of all common carriers, airplanes, motor vehicles,  
2 railroad trains, motorbuses, streetcars, boats, or any other public conveyances or modes  
3 of transportation (whether private, public, franchised, licensed, contracted, or otherwise  
4 provided), telephone facilities, adoption agencies, private schools, hotels, loading places,  
5 places of public accommodations, amusement, or resort, and other places in which the  
6 general public is invited, subject only to the conditions and limitations established by  
7 law, or state or federal regulation, and applicable alike to all persons.

8 39. California Civil Code § 54.3(a) states, "Any person or persons, firm or  
9 corporation who denies or interferes with admittance to or enjoyment of public facilities  
10 as specified in Sections 54 and 54.1 or otherwise interferes with the rights of an  
11 individual with a disability under Sections 54, 54.1 and 54.2 is liable for each offense for  
12 the actual damages, and any amount as may be determined by a jury, or a court sitting  
13 without a jury, up to a maximum of three times the amount of actual damages but in no  
14 case less than one thousand dollars (\$1,000) and any attorney's fees that may be  
15 determined by the court in addition thereto, suffered by any person denied the rights  
16 provided in Section 54, 54.1, and 54.2.

17 40. California Civil Code § 54(d) specifies, "a violation of the right of an  
18 individual under Americans with Disabilities Act of 1990 (Public Law 101-336) also  
19 constitute a violation of this section, and nothing in this section shall be construed to limit  
20 the access of any person in violation of that act.

21 41. The actions and omissions of Defendants alleged herein constitute a denial  
22 of full and equal accommodation, advantages, and facilities by physically disabled  
23 persons within the meaning of California Civil Code § 54. Defendants have  
24 discriminated against Plaintiff in violation of California Civil Code § 54.

25 42. The violations of the California Disabled Persons Act caused Plaintiff to  
26 experience difficulty, discomfort, and embarrassment. The Defendants are also liable for  
27 statutory damages as specified in California Civil Code §55.56(a)-(c).

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**FOURTH CAUSE OF ACTION**

**CALIFORNIA HEALTH & SAFETY CODE § 19955, et seq.**

43. Plaintiff incorporates by reference each of the allegations in all prior paragraphs in this complaint.

44. Plaintiff and other similar physically disabled persons who require the use of a wheelchair are unable to use public facilities on a “full and equal” basis unless each such facility is in compliance with the provisions of California Health & Safety Code § 19955 et seq. Plaintiff is a member of the public whose rights are protected by the provisions of California Health & Safety Code § 19955 et seq.

45. The purpose of California Health & Safety Code § 1995 et seq. is to ensure that public accommodations or facilities constructed in this state with private funds adhere to the provisions of Chapter 7 (commencing with Section 4450) of Division 5 of Title 1 of the Government Code. The code relating to such public accommodations also require that “when sanitary facilities are made available for the public, clients, or employees in these stations, centers, or buildings, they shall be made available for persons with disabilities.

46. Title II of the ADA holds as a “general rule” that no individual shall be discriminated against on the basis of disability in the full and equal enjoyment of goods (or use), services, facilities, privileges, and accommodations offered by any person who owns, operates, or leases a place of public accommodation. 42 U.S.C. § 12182(a). Further, each and every violation of the ADA also constitutes a separate and distinct violation of California Civil Code §§ 54(c) and 54.1(d), thus independently justifying an award of damages and injunctive relief pursuant to California law, including but not limited to Civil Code § 54.3 and Business and Professions Code § 17200, et seq.

**FIFTH CAUSE OF ACTION**

**NEGLIGENCE**

47. Plaintiff incorporates by reference each of the allegations in all prior paragraphs in this complaint.



**DEMAND FOR TRIAL BY JURY**

Pursuant to Rule 38(b) of the Federal Rules of Civil Procedure, Plaintiff hereby demands a trial by jury on all issues so triable.

Dated: May 20, 2022

SO. CAL. EQUAL ACCESS GROUP

By: /s/ Jason J. Kim  
Jason J. Kim, Esq.  
Attorneys for Plaintiff